



JOB CODE	1041
BAND	C3
FLSA	NE
FAMILY	Administrative/Clerical

POSITION DESCRIPTION

POSITION TITLE: PARENT COORDINATOR

DEPARTMENT: Family Resource Center

SUPERVISOR'S TITLE: Director, Family Relations

COLLABORATIVE RELATIONSHIPS: Family & Community Relations, Patient Services staff, Medical-Dental staff, Management staff, Satellite locations, affiliates

TITLES SUPERVISED: 0

TOTAL NUMBER OF FTE's DIRECTLY OR INDIRECTLY SUPERVISED: 0

PURPOSE OF POSITION: To provide leadership and support, from a parent's perspective, in the educational and programmatic activities that promote and implement Family Centered Care. To formally coordinate ways in which adult family members can contribute to the mission and values of the medical center.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Plan and facilitate the Cincinnati Children's Family Advisory Council meetings:
 - a. initiate agenda
 - b. work with secretarial staff to ensure minutes and agenda are distributed in timely manner
 - c. facilitates regular FAC meetings in unbiased, professional manner ensuring that the goals and objectives of the council are met.
2. Assists with overall function of the Family Advisory Council (FAC):
 - a. recruit and interview candidates for Family Advisory Council as needed
 - b. assist with planning and orientation of new Family Advisory Council members.
 - c. Assist with matching family members to hospital wide committees and programs as requested by medical center staff.

REQUIRED SKILLS: Exceptional verbal, written, interpersonal and customer service skills required. Ability to relate to diverse age and demographic backgrounds. Sound understanding of concepts of Family Centered Care. Demonstrate organizational, problem solving and negotiation skills. Capable of working with a diverse customer population, expressing global empathy and adapting to unique situations. Demonstrates an independent work initiative

EDUCATION/WORK EXPERIENCE:. Adult family member of a child who is currently or has been a patient at Cincinnati Children's Medical Center. High School diploma required with additional educational preparation strongly preferred.

MAJOR DUTIES AND RESPONSIBILITIES (continued):

3. Provides information to staff through formal presentations.
4. Promotes the availability of the Family Consultant through meetings, presentation, publications, and correspondence with physicians, nurses, employees and families.
5. Membership on designated committees with the purpose of providing a specific consumer perspective.
6. Assists with the enhancement of Family-Centered Care Initiatives throughout the medical center:
7. Works collaboratively with medical center departments to promote, fund and support the agenda of the Family Consultant and Family-Centered Care.
8. Assists, when requested, with the design, implementation and evaluation of services, programs or systems that enhance services to families.
9. Serves as on-site resource for families and staff
10. Upholds Cincinnati Children's mission, vision and values.
11. Respects and protects the confidentiality of patients, family members and employees at all times and in all circumstances.
12. Actively participate as a front-line example of extra-ordinary customer service and satisfaction. Participate in any customer service initiatives that are appropriate.
13. Maintain currency in the field through continuing education.
14. Participate in improving organizational performance through recommending areas or approaches for improvement activities, performing new procedures, collecting data and providing input to department discussions.
15. Participate in establishing job requirements and goals; perform duties at the desired level of competency.
16. Ensure that work areas are organized and present a safe, accessible, effective and efficient environment for employees, patients and families. Attend required Cincinnati Children's training sessions, including radiation safety, laboratory safety, bloodborne pathogens and OSHA. Comply with Infection Control policies and procedures.
17. Understands, adheres to and models Core Standards as defined organizationally and specifically within the department/unit.
18. Perform other duties as assigned

Revised 11/23/03 1041.frc
